



TEXAS Board of Architectural Examiners

Architects ▪ Interior Designers ▪ Landscape Architects

Agency Workforce Plan For 2011 to 2015

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Term

08/25/04 - 01/31/09
04/01/08 - 1/31/13
01/31/09 - 01/31/15
01/31/05 - 01/31/11
01/31/09 - 01/31/15
04/01/08 - 1/31/13
05/31/01 - 01/31/07
01/31/05 - 01/31/11
01/31/05 - 1/31/11

Hometown

Aledo
Corpus Christi
Austin
Plano
El Paso
Midland
Driftwood
Lyford
Houston

Overview

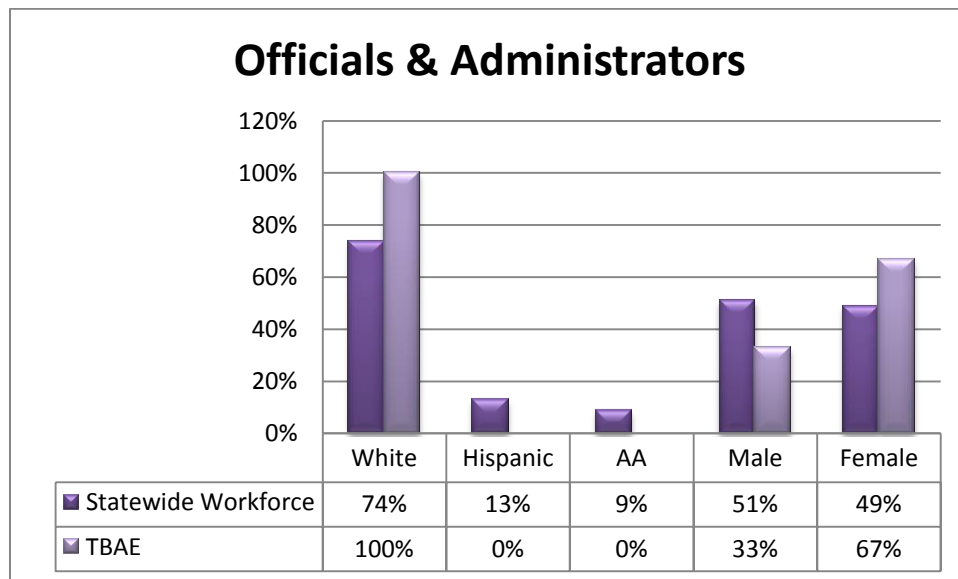
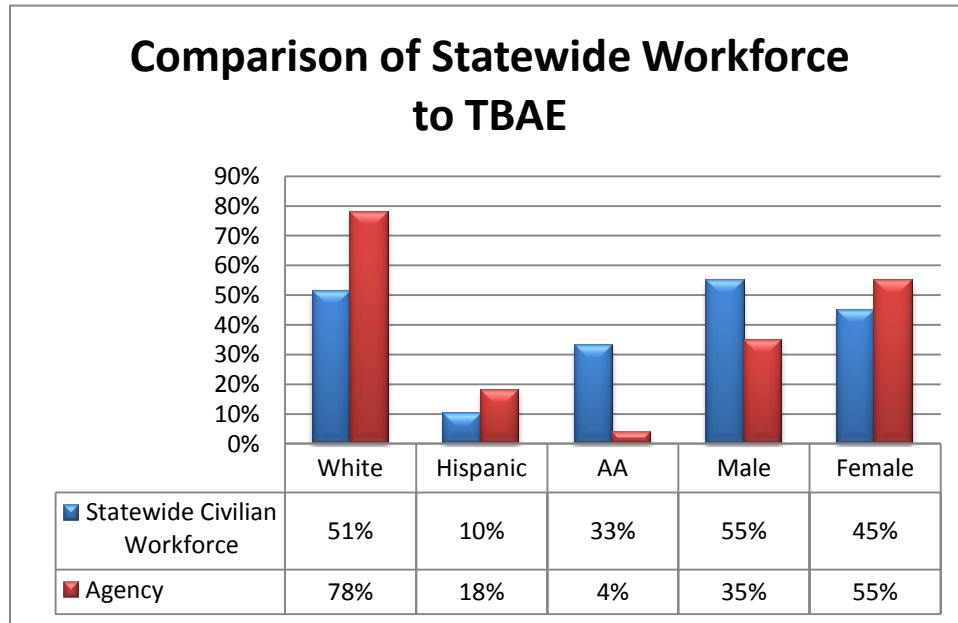
The Texas Board of Architectural Examiners (TBAE) is a small state agency operating under the Self-Directed Semi-Independent Pilot Project Program (SDSI). TBAE employs 23 employees which make it necessary for staff members at TBAE to have the ability to perform multiple job functions. TBAE has high standards for excellence and customer service and works to retain a staff of top performers. In FY 2005 the agency implemented an on-line renewal process which continues to evolve and improve our operations. This milestone has also made us evaluate our workforce needs and consolidate positions. In addition, the technology aspect of our business has increased our need for staff to become more technologically savvy. Maintaining a highly-qualified, well-trained, and motivated workforce has been, and continues to be, a central strategy for TBAE.

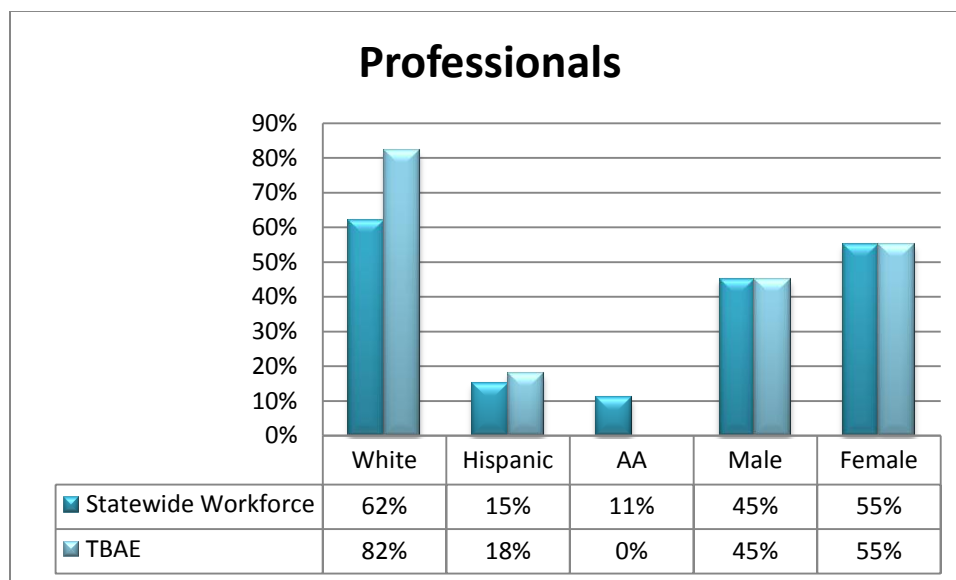
Workforce Demographics

The following charts reflect the agency workforce as of 8/31/2009.

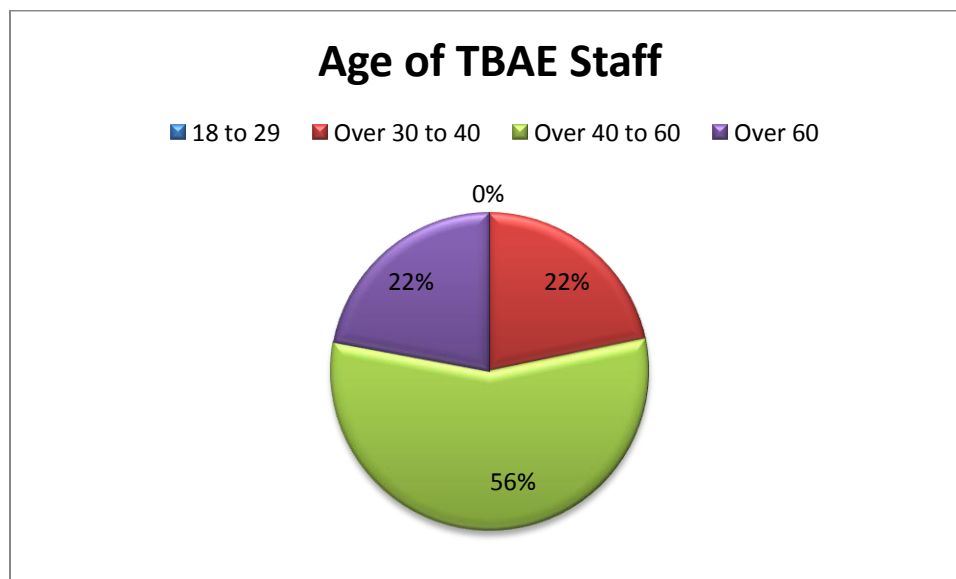
Due to the small size of TBAE and its low turnover rate, the agency struggles to meet various diversity targets. The agency will continue to pursue recruitment efforts to draw highly qualified African Americans and Hispanics. Female staffing continues to exceed the statewide civilian workforce in the Officials & Administrators, but TBAE matches the Statewide Civilian Workforce in the Professional categories. Note that totals do not equal 100% because the “Other” category is not included.

Race and Sex - The following graphics compares the demographic profile of TBAE's workforce to that of the statewide civilian workforce.

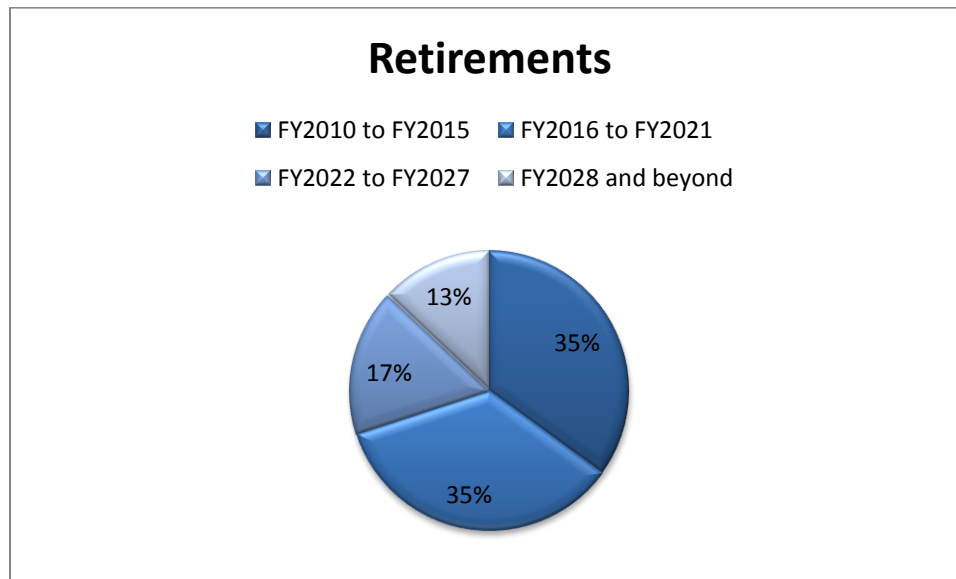




Age - Due to the small workforce and low turnover, the agency is an older workforce. The average age of our staff is 49.1 years.



Retirement and Succession Planning - Approximately 35% or 8 of our employees will be eligible to retire between FY2010 and FY2015. This increases the urgency in which we plan for the potential loss of expertise and institutional knowledge.



Skills Inventory

As expected, we have seen a shift in the skills inventory as we implemented new information technologies and business processes. We have shifted away from a paper intensive business process to one that is technology driven. As a result, staff must have the ability to assist registrants in troubleshooting problems with the online registration process, to communicate instructions and to analyze sometimes complex problems. With the implementation of our Communications Corps, we have an increased need for staff with public speaking ability and experience using various technologies for making presentations. TBAE is also exploring different mediums of making presentations via Skype and teleconferencing.

Over the last two biennia, TBAE was able to downsize its staff from 26 in 2006 to 23 in 2010 through retirements and resignations. With more of our processes moved on-line, TBAE has been able to eliminate or combine staff positions. Over the next biennium, TBAE will need to review current workloads and processes and determine if additional positions are needed. The agency will also need to focus on succession planning due to the number of employees eligible to retire over the next five years.

Workforce Strategies

TBAE would be unable to maintain the highest standards of quality and public service without the experience, dedication, and enthusiasm of our staff. TBAE is in the process of pursuing a number of strategies to maintain a highly-skilled, motivated, and productive workforce.

Workforce Training

In order to continue an environment where lifelong learning is valued, TBAE continues to make staff development a priority. The agency will be working with staff to determine areas for cross training to ensure that customer inquiries, questions and problems are addressed in a timely manner. Workforce training in information technology and customer service will always be important to TBAE. TBAE will also focus on communications and presentations training because outreach is becoming more critical to the agency and our registrants, most importantly in meeting the mission of protecting the public.

Leadership Development

TBAE continues to seek ways to develop leadership and management skills among our leadership staff. Managers are required to develop their leadership, communications; team building and problem solving skill sets. TBAE believes that good leadership is critical to a highly motivated workforce.

Employee Recognition and Motivation

TBAE leadership believes outstanding achievement should be recognized. The agency has established a formal award policy which recognizes employees for outstanding achievement or effort. TBAE continues to use team building events including staff appreciation days, birthday events, administrative leave for outstanding performance for recognition and motivation.

Technological Enhancements

TBAE's current database has allowed the agency to move forward and stream line processes. The agency will continue to review our technology needs and seek out ways to improve our service delivery.

Communications

The agency has begun using taskforces to address specific issues for short and long term planning. TBAE believes that the staff must be included in the future planning in order to maintain the high standards TBAE has set.